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| **Department of Foreign Affairs and Trade**    (ABN 47 065 634 525) | | |
| **Request for Quotation (RFQ) for**  **Services outside of Australia** | | |
| **Quotation No.** | **Quotations Close:**  Time: 17:00pm  Date: 9th May 2025 | Quotations submitted in response to this RFQ must be valid for not less than **60 days** from the date Quotations Close. |

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| 1. RFQ Title:  |  |  | | --- | --- | | **Title** | **Cleaning and gardening services for DFAT properties in Vientiane** | | | | | | | | |
| 1. DFAT Contact Officer: 2. Nalinh Douangphichit | | | 1. Phone: 2. +85620 22238254 | |  | 1. Delivery Location: 2. See Attachment A | |
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| 1. File Reference: | | | 1. Email: 2. [Nalinh.douangphichit@dfat.gov.au](mailto:Nalinh.douangphichit@dfat.gov.au) | |
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| 1. DFAT Issuing Officer | | | 1. Nalinh Douangphichit | | | | 1. Date: 20 March 2025 |
| 1. **Lodge Quotations** (*Note to Respondents: please send your response to this RFQ to the email address specified below. To be considered, your response must be received by DFAT before Quotations Close*) | | | | | | | |
| 1. By Email to: [Nalinh.douangphichit@dfat.gov.au](mailto:Nalinh.douangphichit@dfat.gov.au) | | | | | | | |
| 1. **Requirements:** 2. **Provide general gardening and cleaning Services to the Australian Embassy** (location no. 1 on Attachment A)during Embassy operating hours (8:30am – 17:00pm), Monday to Friday, excluding public holidays observed by the Embassy. 7.5hours/day.  * One hour lunch break (12:30pm-13:30pm). * At least two gardeners and one cleaner + one cleaning supervisor each day. * Note: all gardening tools, cleaning products, and fuel are not provided.  1. **Provide general gardening and cleaning Services to AERF (**location no. 2 on Attachment A) from 8:00am-23:00am, Monday to Sunday. 14hours/day.  * One hour lunch break (12:00pm-13:00pm). * At least one gardener and one cleaner from 8:00am-17:00pm per day and one cleaner from 17:00-23:00 per day. * Note: all gardening tools, cleaning products, fuel are note provided.  1. Please find **Attachment B** for Service Requirements and Duties | | | | | | | |
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| 1. **Note to Respondent: You must complete this section and provide the requested attachments when submitting your quotation.** | | | | | | | |
| 1. Respondent Details (Company Name and Address): | | | | | | | |
| 1. Company Number or Registration Number (i.e. ABN/ACN/ABRN or other company identification number): | | | | | | | |
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| 1. **Response to the Requirements (Technical Proposal)** 2. **Note to Respondents: Please complete this section to demonstrate your understanding of, and proposed solution to, the requirements listed at in this RFQ.** | | | | | | | |
| 1. Technical Proposal | Please attach the following documents to your response:   * a proposal addressing the requirements listed in Attachment B; * a company profile of not more than three (3) pages, which also details your capacity and experience to undertake the requirements; * a one (1) page list of your top clients with contact details, including any foreign embassies or international organisations; and * a one (1) page list of three (3) referees, whom DFAT may contact to support your claims. | | | | | | |
| 1. **Quotation (Pricing Proposal)** 2. **Note to Respondents: Please complete and submit the Pricing Table in Attachment 1.** | | | | | | | |
| 1. **Respondent declaration:** 2. The Respondent submits their offer on the basis of the attached General Conditions of Quotation. | | | | | | | |
| 1. The Respondent declares it does not have judicial decisions against it (including in overseas jurisdictions but excluding decisions under appeal or instances where the period for appeal or payment/settlement has not expired) relating to unpaid employee entitlements where the entitlements remain unpaid. | | | | | | | |
| 1. The Respondent agrees that any resultant Contract will be on the terms of the attached General Conditions of Contract for the Supply of Services and any Attachments (if any) to those General Conditions of Contract. | | | | | | | |
| Respondents signature: | | | | | | | |
| Printed Name | |  | | Position | | |  |
| Phone | |  | | Date | | |  |
| Email Address | |  | | | | | |

**Attachment A - DFAT properties, Vientiane**

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| **Location No.** | **Location Name** | **Address** |
| 1 | Australian Embassy | Ban Watnak, Sisattanak district, Vientiane |
| 2 | AERF | Ban Watnak, Sisattanak district, Vientiane |

**Attachment B –Service Requirements**

**Specified Personnel and Goods and Services required**

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| **Specified Personnel** | **Goods and Services required** |
| Supervisor | Supervise the Specified Personnel, including but not limited to providing guidance, allocating and monitoring daily works, training staff in their areas, and undertaking daily quality checks.  Ensure the delivery of high cleaning and gardening standards in DFAT properties, Vientiane.  In coordination with Senior Property Officer, identify ways to streamline work procedure and improve efficiencies.  Maintain a professional relationship with all Embassy staff and coordinate issues as they arise.  Monitor a safe workplace and ensure that the Embassy WHS policies and procedure are met in the delivery of cleaning services |
| Cleaner | Provide high standard of gardening and cleaning services of work areas, kitchenettes, toilets and common areas within DFAT properties Vientiane, as set out below:  All surfaces are to be cleaned and should be kept free from dust and dirt daily.  Clean and disinfect toilets and kitchen areas daily. Disinfect door handles and counters in public areas daily.  Replenish toilet rolls and paper towels daily.  Clean desks and disinfect telephones daily.  Vacuum all carpeted floors twice weekly and clean stains as necessary  Sweep/mop tiled areas and vinyl floors daily.  Collect, segregate and dispose of garbage daily and in line with DFAT’s Environmental Management System and base building procedure.  Clean reception areas, lobbies, offices, gyms, storerooms, squash courts, and guardhouses by sweeping, mopping, vacuuming daily.  Clean all doors and windows inside and outside daily.  Clean dust out of and/or polish furniture, fixtures, and fittings daily.  Clean cutlery, crockery, glass, and cups in kitchens when needed.  Refill water to the water coolers which are located inside and outside when needed.  Assist in setting up refreshments (tea, coffee, cookie, milk, and so on) and in arranging tables/chairs in the Embassy and AERF premises when needed.  Assist in moving files, equipment, or office furniture within DFAT premises when needed.  Other related duties as directed by DFAT authorised representative. |
| Gardener | * Maintain the garden to ensure it meets Embassy requirements and standards.   + Perform daily maintenance such as panting, trimming shrubbery, cutting the grass, emptying bins, and leaf raking.   + Clear rubbish and litter from the garden and ground   + Sweep the outside ground and clean the outside ground with high water pressure two times/year   + Clean a station (where they take a break) and clean outside toilet where they use) in the residence   Assist with setting up a venue for the events  Other related duties as directed by DFAT authorised representative. |

1. INTRODUCTION
   1. The Commonwealth of Australia, represented by the Department of Foreign Affairs and Trade (DFAT) Australian Embassy Vientiane has a requirement for the provision of cleaning and gardening services for its operations in Australian Embassy premises and the Australian Embassy Recreation Facility, and 13 DFAT other properties in Vientiane.
   2. The purpose of this Attachment is to communicate DFAT’s requirements and standards for the work to be carried out under any resultant Contract and to allocate work responsibilities between DFAT and the successful Respondent.
2. BACKGROUND
   1. The Australian Embassy in Vientiane, with other 14 owned and leased properties require cleaning and gardening maintenance as part of DFAT overseas property management.

Therefore, the Embassy is seeking to procure cleaning and gardening maintenance services.

1. The Services

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| * 1. The successful Respondent will be required to undertake the work in the following phases: * Provide Australian Standard cleaning and gardening services to the Australian Embassy premises and the Australian Embassy Recreation Facility. * Be able to perform work based on the services requirements (see attachment B) |

1. PERSONNEL
   1. The successful Respondent will be required to provide suitably qualified personnel as detailed in the following table. The successful Respondent’s Personnel must have relevant training, education, experience and skill to perform the Services and to ensure they meet or exceed the Performance Standards set out in this document in attachment 1.
2. Meeting Requirements
   1. The successful Respondent will be required to attend the meetings as detailed below, unless otherwise agreed by both parties in writing.

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| **Meeting Type** | **Location** | **Frequency** |
| Face to face | Australian Embassy Vientiane | Fortnightly or Monthly |

1. Performance standards
   1. The successful Respondent will be required to deliver the Services to the performance standards detailed below.

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| **Contractor Obligation** | **Performance Description** | **Performance Measure (%)** |
| Delivery of Services as described in Attachment B | All contractually obligated deliverables are met within the agreed timeframes and are fit for purpose. | 100% under Australian Cleaning standard |

1. DFAT ITEMS
   1. To assist with provision of the Services, DFAT will provide the successful Respondent with the following DFAT Items at the times and places detailed below:

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| **Location Required** | **Numbers of staff required** | **Work Hours** | **Gardening and Cleaning products and tools provided** |
| Location No. 1 Australian Embassy, Vientiane | One supervisor  One cleaning staff  Two gardening staff | Mondays to Fridays, except on Embassy holidays, from 8:30 am to 17:00pm (lunch break one hour, 12:30pm-13:30pm) | NO |
| Location No. 2 AERF | One cleaning staff  one gardening staff | Mondays to Sundays, from 8:30 am to 17:00pm (lunch break one hour, 12:30pm-13:30pm) | NO |
| One cleaning staff | Mondays to Sundays, from 17:00pm to 23:00pm |

1. Basis of payment

8.1 DFAT anticipates that the successful Respondent will be paid progressively, monthly in arrears based on pre-agreed rates that apply to defined labour categories, the Services are to be delivered within an agreed maximum (not be exceeded) Contract Price. Respondents are required to monthly invoice to Property section in the Australian Embassy Vientiane. Respondents are requested to submit pricing on monthly basis. Respondents are also required to provide a detailed breakdown of its proposed Contract Price based on its intended approach to the Services.

* 1. To assist in the evaluation of the offer, Respondents should distinguish between service fees (that include overheads and profits) and other costs that might be associated with conduct of the assignment, such as travel and accommodation costs to which overhead and profit is not to be applied. These associated costs should be identified as separate line items. Separate line items should include the amount of tax (GST/VAT) associated with each item.
  2. Prices for tendered Services are to be tendered in **USD (United State dollars) or LAK (Lao KIP), and DFAT will make contractual payments on that basis.**
  3. Tendered prices are to be inclusive of all costs of complying with the conditions of this RFQ and associated with providing the Services and carrying out all matters and doing all things necessary for the due and proper performance and completion of the draft Contract. These include licence fees, royalty payments, arranging customs clearance and services of representatives.

1. **General:** Quotations should be submitted on the ***Request for Quotation for Services outside of Australia*** form (the quotation form). All the requested details are to be provided in English. Respondents submit the quotation subject to these ***General Conditions of Quotation for Services procured outside of Australia*** and the attached ***Contract for the provision of Services outside of Australia***. DFAT may not accept a quotation and may not issue a contract.
2. **Amendments and Queries:** This Request for Quotation (RFQ) may be amended upon giving Respondents timely written notice of an amendment. Any queries in respect to this RFQ should be directed to the DFAT Contact Officer noted on the quotation form. If DFAT amends or clarifies any aspect of this RFQ under this clause prior to the quotation closing time then DFAT will issue a formal amendment to the RFQ in the same manner as the original RFQ.
3. **Clarification:** DFAT may, at any time during the quotation process, seek clarification or additional information from, and enter into discussions or negotiations with, any or all Suppliers in relation to their quotation. In responding to any request for clarification or additional information, the Respondent will not be allowed to substantially tailor or amend their quotation.
4. **Alternatives:** Offers for alternatives can be submitted where the option to do so was included in the RFQ or agreed in writing with DFAT prior to the submission of the quotation. Alternatives should be submitted with full technical details to enable them to be evaluated.
5. **Evaluation and Acceptance:** Quotations will be evaluated in accordance with Commonwealth Procurement Rules and policies with particular reference to value for money. The criteria to be applied for the purposes of evaluation are the extent to which the Respondent’s offer meets DFAT’s requirements set out in the quotation form, the Respondent’s capacity to provide the Services, the assessed level of risk arising from the Respondent’s offer and the quoted prices and pricing terms. Acceptance of a quotation will occur only when a contract is issued. Unsuccessful Respondents will be notified of the final decision and may request a debriefing.
6. **Lodgement:** The closing time for submission of quotations is at the time and date specified on the quotation form unless otherwise provided. Extensions to the quotation closing time will be considered only in exceptional circumstances. Any new time limit provided for under this clause will apply equally to all Respondents. Any quotation received after the quotation closing time will be considered as late and only accepted in limited circumstances consistent with Commonwealth procurement policy: [Commonwealth Procurement Rules](https://www.finance.gov.au/commonwealth-procurement-rules/). Respondents should leave sufficient time to lodge their Quotation. If lodged by email, the Respondent should contact the DFAT Contact Officer to confirm receipt of its Response. All files should sufficiently identify the Respondent by including their name. In order to be accepted by the DFAT email gateway, the Respondent’s email / files should not exceed 5MB in size. If the Respondent’s email / files exceeds this amount, the Respondent should send multiple emails with each email and files sufficiently identified (i.e. email 1 of 2, email 2 of 2). Respondents should ensure that transmission of all files is completed and received by DFAT before Quotation Close.
7. **Reference Material:** DFAT-nominated specifications, samples, information, and other reference material may be obtained from the DFAT Contact Officer noted on the quotation form. The Respondent is responsible for examining the reference material. At all times the reference material is to remain the property of DFAT. The reference material can only be used for the purpose of preparing the quotation and is to be treated as Commonwealth confidential information in all other respects. The reference material will need to be returned or disposed of securely upon request of DFAT.
8. **Price Basis:** Quotations should be provided at a firm price. The Contract Price will be inclusive of all taxes, duties and government charges imposed or levied. The Contract Price should include the cost of any packaging, marking, handling, freight and delivery, insurance and any other applicable costs and charges.
9. **Cost Investigation:** For the purposes of establishing that the quoted price is fair and reasonable and constitutes value for money for DFAT, DFAT staff may, prior to the formation of any resultant Contract, conduct a cost investigation of the quoted price.
10. **Unpaid Employee Entitlements:** DFAT will not contract with a Respondent which has a judicial decision against it (including overseas jurisdictions but excluding decisions under appeal or instances where the period for appeal or payment/settlement has not expired) relating to unpaid employee entitlements where the entitlements remain unpaid.
11. **Validity:** Quotations should remain open for acceptance for a period of 60 days from the quotation closing time.